

Price Rs. 500/-

Serial No. _____

Issued to:

Date:

TENDER DOCUMENT

**Annual Contract for providing
House Keeping Services of Guest House and Hostels
at
Wildlife Institute of India, Chandrabani, Dehradun**

Last Date of Selling the Tender Document : 13th June, 2014 upto 1700 hrs.

**Last Date & Time of Submission of : 20th June, 2014 upto 1600 hrs
Tender Document (Technical & Financial)**

**Date & Time of Opening of Tender Documents : 20th June, 2014 at 1630 hrs.
(only Technical Bids).**



**भारतीय वन्यजीव संस्थान
Wildlife Institute of India**

**P.O.Box 18, Chandrabani, Dehra Dun – 248001
Phone: 0135-2640111 to 2640115; Fax : 0135-2640117
Website: www.wii.gov.in; Email: wii@wii.gov.in**



भारतीय वन्यजीव संस्थान
Wildlife Institute of India

(An Autonomous Institute under Ministry of Environment & Forest, Govt. of India)

Post Box No 18, Chandrabani, Dehradun

TENDER NOTICE FOR HOUSE KEEPING SERVICES
OF GUEST HOUSE AND HOSTELS
No. WII/ADM/STR/2014-15/09

Sealed tenders in two bid system i.e. (i) Technical bid and (ii) Financial bids are invited from reputed, registered & licensed agencies who fulfill the eligibility criteria for providing housekeeping services of Guest House and Hostels at Wildlife Institute of India (WII), Chandrabani, Dehradun for a period of one year which is extendable on the basis of performance and mutual agreement for a further period of two years.

Tender document comprising full detail and terms and conditions etc. may be obtained by hand or by post from the Cashier of the Institute on a payment of Rs 500/- (non-refundable) in cash or in shape of demand draft in favour of Director, Wildlife Institute of India, Dehradun, Uttarakhand, OR can be downloaded from the websites www.wii.gov.in or www.eprocure.gov.in. In case the tender document is downloaded, the tender cost of Rs. 500/- in shape of demand draft should be attached with Technical Bid. The last date of selling the tender document is **13th June, 2014 upto 1700 hrs.** The last date of submission of tender document is **20th June, upto 1600 hrs.** Technical Bids shall be opened on the same day i.e. **on 20th June, 2014 at 1630 hrs.**

Administrative Officer
Wildlife Institute of India

(A) SCOPE OF WORK REQUIRED FOR HOUSE KEEPING SERVICES OF GUEST HOUSE AND HOSTELS:

1. **Guest House:** The Guest House complex Institute has 10 rooms with attached toilets on two floors along with a Dining Hall, Sitting Lounge, Conference Room, Reception and two Toilets adjacent to lounge.
2. **New Hostel:** The Institute has a Senior Officers Hostel of 40 rooms with attached toilets with a Reception, Two Dining Halls, Two Kitchens, Sitting lounge, a Store room.
3. **Old Hostel:** The Institute has a hostel for Researchers & Students of 80 rooms (40 rooms for Boys and 40 rooms for Girls separately), Reception, Sitting Lounge, One Dining Hall, Kitchen, Store room and separate toilets for boys and girls, connecting corridors and two open lounges.
4. The agency shall engage sufficient number of able and trained persons for providing housekeeping for Guest House and two Hostels as detailed below.
5. The periodicity of Housekeeping work required is given below:

GUEST HOUSE:

Sl. No.	Work	Work schedule
(i)	Sweeping & Mopping:	
(a)	All Rooms of Guest House	Once a day and on change of occupancy
(b)	Lobbies and Corridors, Lounge, Dining Hall	Once a day and as and when required
(c)	Stair case	Once a day and as and when required
(d)	Open Balcony	Once a day and as and when required
(ii)	Cleaning of waste and garbage from rooms, kitchen etc.	Once a day and on change of occupancy and twice a day from kitchen.
(iii)	Dusting of Furniture including Windows & Doors etc.	Once a day and as and when needed
(iv)	Vacuum cleaning of carpets/sofas	Once a week and as and when needed
(v)	Cleaning of room toilets	Once a day and on change of occupancy
(vi)	Cleaning of Buckets/Mugs with Vim/detergent	Once a day and on change of occupancy

(vii)	Scrubbing of bathroom tiles	Once a week
(viii)	Cleaning of window panes	Once a week
(ix)	Cleaning of fans/switch boards/tube lights/wall hangings	Once a week
(x)	General checking of all electrical items and toilets fittings	Once a day and on change of occupancy
(xi)	Washing of bed sheets, towels, pillow covers etc.	In case of occupancy . Once a day In case of non-occupancy . Once a week.
(xii)	Cleaning & disinfection of overhead and underground water storage tanks	Every month and report shall be submitted to the Institute
(xiii)	Maintain supplies for Tea/Coffee/Milk/Sugar in the rooms and cleaning of crockery.	Once a day and on change of occupancy/as per need.
(xiv)	Maintenance of toilet paper rolls in Guest House	To be checked daily and supplied, if needed
(xv)	Cleaning of dust bin in each room/toilets/kitchen/dining areas etc.	Once a day and on change of occupancy and as and when needed in other areas
(xvi)	Disposal of garbage at an appropriate place & manner and as per requirement.	Once a day and as and when needed
(xvii)	Vacuum cleaning of upholstery/curtains	Once a week and as and when needed
(xviii)	Supply of filtered water	Twice a day and as and when needed

NEW HOSTEL :

Sl. No.	Work	Work schedule
(i)	Sweeping & Mopping:	
(a)	All rooms of New Hostel	Once a day and on change of occupancy
(b)	Lobbies/corridors and Dining Hall	Once a day and as and when required
(c)	Stair case	Once a day and as and when required
(d)	Open balconies	Once a day

(ii)	Cleaning of waste and garbage from rooms, kitchen etc.	Once a day and on change of occupancy and from Kitchen twice a day
(iii)	Dusting of Furniture/Windows & Doors etc.	Once a day and as and when needed
(iv)	Cleaning of Toilets/washbasins	Once a day and on change of occupancy
(v)	Cleaning of Buckets/Mugs with Vim/detergent	Once a day and on change of occupancy
(vi)	Scrubbing of bathroom tiles	Once a week
(vii)	Cleaning of window panes	Once a week
(viii)	Cleaning of fans/switch boards/tube lights	Once a week
(ix)	General checking of all electrical items and toilets fittings	Once a day and on change of occupancy
(x)	Washing of bed sheets, towels, pillow covers etc.	In case of occupancy . once a day In case of non-occupancy . Once a week.
(xi)	Cleaning & disinfection of overhead and underground water storage tanks	Every month and report shall be submitted to the Institute
(xii)	Cleaning of dust bin from each room/toilets/kitchen/dining areas etc.	Once a day and on change of occupancy and as and when needed in other areas and in kitchens twice a day.
(xiii)	Disposal of garbage in an appropriate place & manner and as per requirement.	Once a day and as and when needed.
(xiv)	Vacuum cleaning of upholstery/curtains	Once a week and as and when needed.
(xv)	Supply of filtered water	Twice a day and as when needed

OLD HOSTEL:

Sl. No.	Work	Work schedule
(i)	Sweeping & Mopping:	
(a)	All rooms of Old Hostel	Once a day and on change of occupancy
(b)	Lobbies/corridors and Dining Hall	Once a day and as and when required
(c)	Stair case	Sweeping twice a day and Mopping once a day
(ii)	Cleaning of waste and garbage from rooms, kitchen etc.	Once a day and on change of occupancy and from kitchen twice a day
(iii)	Dusting of Furniture/Windows & Doors etc. of dining hall and lounge	Once a day and as and when needed
(iv)	Cleaning of Toilets/ Washbasins	Twice a day
(v)	Cleaning of Buckets/Mugs with Vim/detergent	Twice a day
(vi)	Scrubbing of bathroom tiles	Once a week
(vii)	Cleaning of window panes	Once a week
(viii)	Cleaning of fans/switch boards/tube lights	Once a week
(ix)	General checking of all electrical items and toilets fittings	Once a day
(x)	Cleaning & disinfection of overhead and underground water storage tanks	Every month and report shall be submitted to the Institute
(xi)	Cleaning of dust bin from each room/toilets/kitchen/dining areas etc.	Once a day and as and when needed in other areas and in kitchen twice a day
(xii)	Disposal of garbage in an appropriate place & manner and as per requirement.	Once a day and as and when needed
(xiii)	Vacuum cleaning of upholstery/curtains in lounge	Once a week and as and when needed

6. Adequate numbers of movable trolley(s) equipped with all dusting/cleaning equipments/gadgets/supplies will be used by the Contractor.

7. Even if the rooms are not occupied, the dusting/cleaning is to be done as per above schedule. This will be strictly adhered to without fail.
8. The agency will ensure daily cleaning of toilets with first grade phenyl and detergents.
9. All material/supplies required for Guest House/New Hostel/Old Hostel will be provided to the Contractor by the Institute, who shall maintain a proper inventory of receipts and use.
10. The agency shall ensure availability of agreed supplied/material in each room.
11. One person will be available from 6.00 AM to 10.00 PM each at the Reception of the Guest House and New Hostel to facilitate the Guests and to attend to the required services.
12. The Institute will provide mosquito repellent machines and repellents such as All Out, Good Night etc. for all the Guest House and New Hostel rooms. The agency shall provide pest control of flies, mosquitoes including spraying with Finit and/or Baygon spray in the entire Guest House and both the Hostels as and when needed. The material will be provided by the Institute.
13. Specialized machines for wet scrubbing, wet mopping, wet/dry and vacuum cleaning will be deployed by the contractor at his cost.
14. The Institute will provide one room near the kitchen in the Guest House to the Contractor without any charges to manage the required services at all times.

(B) Eligibility Criteria for Technical Evaluation of Bidders:

1. The agency should be registered under the provisions of Contract Labour (Regulation & Abolition) Act, 1970.
2. The agency must have experience of satisfactory completion of job contract of housekeeping services in at least three Government Department/Public Sector Undertaking/Autonomous Bodies/Reputed Organizations during last three years. A list of clients and proof of satisfactory services issued by the clients must be attached.
3. Attested copies of EPF, ESI and Service Tax Registration Certificate of the bidding agency should be provided with the Technical Bid.

4. Company's up to date Balance Sheet for the last one year should be provided with Technical Bid.
5. The annual turnover should be at least of Rs. 50.00 lakhs during the last financial year i.e. 2013-2014.
6. Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty thousand only) (Refundable) in shape of Demand Draft, Fixed Deposit Receipt payable to Director, Wildlife Institute of India, Dehradun should be attached with the Technical Bid.

Note: Agencies which do not fulfill any or all of the above technical parameters/ conditions or submit incomplete bids shall be summarily rejected and will not qualify technically.

(C) Other Terms and Conditions:

1. The rates are to be quoted by the bidder for the above housekeeping services mentioned in para (1) ~~Scope of Work~~ in the Financial Bid Proforma only as given in **Annexure I**.
2. The personnel to be deployed for Housekeeping should be having experience in the relevant job. Only trained personnel should be deployed by the agency. Women manpower will be provided for upkeep of rooms and toilets of Girls hostel.
3. Payment of EPF and ESI as applicable in all such cases will be paid and deposited by the tenderer and subsequently would be reimbursed by the Institute on production of EPF and ESI Challans.
4. The bidders are required to quote Service Tax (Government Levy) separately at the rates applicable in the Uttarakhand State.
5. The bidders must not have been prosecuted or suffered any penalty for violation of any labour laws by any Labour Authority/Competent Court/Department, in case it is found, the offer of such agency will not be considered by the Institute. The agency has to provide an undertaking along with their technical bid.
6. The bidder should not quote the rates on behalf of anybody else. No sub letting will be allowed.
7. The Financial Offer (**Annexure-I**) should be submitted in a separate sealed cover superscribing ~~Financial Offer~~ for Providing Campus Housekeeping Services of Guest

House and Hostels at WII, Dehradun+ The financial offer of only those agencies shall be opened whose Technical Bids have been short listed by the Institute.

8. The bidder will follow all the statutory requirements as per labour laws and other relevant rules prevailing during the contract period and will be wholly responsible for compliance of any such law. The bidder will be paid on monthly basis. Bill shall be raised by the bidder in accordance with these rates on every 1st day of the succeeding month and bills will be submitted for payment along with the EPF and ESI deposition and Service Tax for reimbursement by the Institute. The Contractor will ensure payment of wages to their employees engaged by them in accordance with the Minimum Wages Act as per State Government of Uttarakhand or as decided by Regional Labour Central, Dehradun whichever is higher.
9. **TDS** will be deducted as per prevailing Income Tax Laws and certificate to this effect shall be provided to the bidder by Institute.
10. **Service Tax:** The responsibility of paying the Service Tax as per prevailing rates and as claimed in the bill amount, will be of the bidder. The agency will be required to furnish proof of such deposit to the Institute every month and claim reimbursement from the Institute.
11. The Contractor will ensure payment of wages to their employees engaged by them in accordance with the Minimum Wages Act as per State Government of Uttarakhand or as decided by Regional Labour Central, Dehradun whichever is higher.
12. **Security Deposit:** Earnest Money Deposit of successful agency will be converted into Security Deposit. The Security Deposit shall be released only after successful completion of the contract with the agency or otherwise if no dues are recoverable from the agency.
13. The agency will provide dress and photo Identity Cards to all the personnel and staff deployed for housekeeping services on duty. The manpower should be dressed up smartly and neatly on the pattern of uniformed services. The agency shall ensure their good behaviour with the WII establishment and visitors. The dress shall be of uniform colour and design.
14. The Institute will not be liable to provide any residential accommodation to the staff for housekeeping services except as provided in para - A (14) above. No cooking or lodging shall be allowed to the agency's personnel inside the campus.
15. That for all intents and purposes the agency will be the "Employer" within the meaning of different labour legislations in respect of the staff for outdoor housekeeping services so employed and deployed by him.

16. The agency shall be responsible for recruitment and deployment of staff for housekeeping services. The agency shall exercise total superintendence, control and supervision over the staff for outdoor housekeeping so deployed including over their working.
17. In case the staff for house keeping & other services deployed by the agency commit any act of omission or commission constituting mis-conduct or indiscipline, the agency will be liable and will be responsible, to take disciplinary action against the personnel/staff, including suspension, dismissal from service etc. or removal from Institute's premises/campus.
18. Institute shall not be responsible financially or otherwise for any injury to the staff for outdoor housekeeping services caused in the course of their performing the duty as per payment of any compensation. The Institute will have a right to recover any sum indicated/claimed by Labour commissioner/Courts from the agency.
19. The agency shall not be permitted to transfer or assign its rights and obligations under the contract to any other organisation or otherwise.
20. The duration of the contract shall be for a period of twelve months, which is extendable for a further period of two years at the discretion of the Institute, except in the event of earlier termination under the terms and conditions. The contract shall automatically expire after completion of twelve months, unless extended further by mutual consent of both the parties in writing.
21. The Institute has the absolute right to terminate the contract at any time before the due date of expiry without assigning any reason by giving one month's notice in advance to the agency in writing or by making equivalent payment thereof. The Institute shall also have the right to extend the contract in writing on the same terms and conditions or with some addition/deletion/modification for a further period of two years or for a shorter period until such time as a new agency takes over in the event of Institute resorting to the process of appointing a fresh contractor/Agency.
22. In the event of the agency desiring an earlier termination of the contract, he shall have to give three months advance notice to the Institute.
23. The agency will be bound by the details and documents as furnished by him/her to the Institute while submitting the tender or at any other time. In case any of the details of such documents furnished by him/her, are found to be false at any stage, this would be deemed to be a breach of the terms of Contract making him liable for action.

24. In case of breach of any of the terms of Agreement, the security deposit of the agency will be liable to be forfeited by the Institute. In addition, the Contract/Agreement will also be liable to be terminated. Any sum of money due or payable to the Institute including the security deposit refundable to him/her under the contract can be appropriated by the Institute against any amount which the agency may owe to the Wildlife Institute of India, Dehradun.
25. In case of the termination of this contract/agreement on its expiry or otherwise, the staff, or personnel engaged and deployed/deputed by the Tenderer, will not be entitled to and will not claim any absorption in the Regular or otherwise services of the Institute. The personnel of the Tenderer will not claim and will not be entitled to pay, perks or otherwise any facilities as admissible to the regular/ confirmed employees of the Institute during the subsistence of the contract/agreement and even after the expiry of the Contract/Agreement.
26. In case of any difference of opinion or dispute arising between the Parties, regarding interpretation or implementation of any of the terms and conditions of the Contract which can not be resolved through mutual negotiation shall be referred to an Arbitrator appointed in accordance with the provision of relevant Indian Law. The venue of the proceeding & arbitration shall be Dehradun, Uttarakhand India.
27. The obligation and abilities assign out of this contract shall be construed in accordance with law of Union of India. The Court in Dehradun, Uttarakhand India shall have the exclusive jurisdiction.
28. Conditional tenders shall not be accepted. This tender document is non-transferable. Bid once submitted shall not be allowed for withdrawal; failing which the Earnest Money Deposited shall be forfeited.
29. Number of corrections and or alterations in the quotation must be specifically mentioned. All the corrections and alterations made in the quotations must be duly countersigned by the authorized signatory, without which tender will not be considered.
30. The Institute's determination of an offer's responsiveness is to be based on the contents of the tender offer itself without recourse to extrinsic evidence. The Institute will scrutinize the offers to determine whether they are complete, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the offers are in order. Price bids of the technically disqualified firms shall not be opened & shall be returned to respective firms.

31. **Short-listing of Tenderers:** The Institute will short-list technically qualified bidders as per criteria given above ~~%Eligibility Criteria for Technical Evaluation+~~. The Financial Bids of the technically qualified bidder only will be opened.
32. **Technical Evaluation:** The Committee constituted by the Institute, will do the Technical Evaluation of the tenders submitted by the bidding agencies.
33. **Pre-bid Conference:** If considered necessary by the Institute, a pre-bid conference for clarifying issues and clearing doubts if any will be done by the Institute on a date decided by the Institute at Wildlife Institute of India. The Tenderer may depute competent representative (competent to take on the spot decisions) for such discussions/negotiation whenever called for.
34. **Evaluation of Financial Bids:** The Financial bids of only technically successful tenderers who have been technically accepted by the Institute, will be opened and ranking of the tenderers will be done according to their price quoted.
35. **No commitment to accept lowest or any tender:** WII shall be under no obligation to accept the lowest or any other tender received in response to this tender enquiry and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever.
36. **Institute's right to accept any offer and to reject any or all offers:** The Institute reserves the right to accept or reject any tender or reject all tenders at any time prior to award of contract, without thereby incurring any liability towards the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the Institute's action.
37. The bidder should quote the rates of the each item in figures as well as in words. In case of the any disputes/ambiguity in the rates quoted in words/figures, the higher value quoted either of the two shall be considered for evaluation of the bid.
38. Tenders received after the specified time and date of opening will be treated as ~~%Late+~~ while tenders received after the last date specified for receipt of tender but before the date of opening of the tender are treated as ~~%Delayed+~~. Such tender shall not be opened at all and be returned to the bidders in their original envelope without opening.
39. **Submission of Tender (Technical and Financial):** The Technical and Financial Bids are required to be submitted in a separate sealed envelopes superscribing **~~%Technical Bids for Annual Contract for Providing Housekeeping Services of Guest House and Hostels+~~** and **~~%Financial Bids for Annual Contract for Providing Housekeeping Services of Guest House and Hostels.~~** Both separate sealed envelope should be kept in a third sealed envelope ~~%Superscribing Tender for~~

%Annual Contract for Providing Housekeeping Services of Guest House and Hostels” at Wildlife Institute of India, Chandrabani, Dehradun. The sealed tender addressed to Director, Wildlife Institute of India, Chandrabani, Dehradun should be deposited in the Tender Box kept in the Director’s Office, Wildlife Institute of India, Dehradun or may be sent by Speed Post/Registered Post/Courier or through by hand so as to reach the Institute latest by **20th June, 2014 upto 1600 hrs.** Any postal delay will not be considered by the Institute. The technical bids will be opened on the same day on **20th June, 2014 at 1630 hrs.** in the presence of bidders or their authorized representatives, who may like to be present.

40. Opening of Tenders: Technical bids of the offers received with requisites EMD will be opened in the presence of representatives of the firm (if they wish to be present), on the scheduled date and time of opening of technical bid i.e. on **20th June, 2014 at 1630 hrs.** The person attending the technical bid meeting will be required to produce an authorization letter from the agency. All tenders received without EMD and also if the same will not comply to our tendered specifications shall be summarily rejected. The Financial Bids of the technically qualified/ successful bidders i.e. who will technically qualify the tendered specifications will be considered for opening of their financial bids at a later date, which will be communicated to concerned tenderers before opening of their Financial Bids. Unopened Price bids of the technically disqualified bidders shall be returned to them.

41. Award of Work and Arriving to Lowest Bidder: Lowest bidder will be arrived on the basis of combining of rates for all the above three categories and taxes, if any. However, Institute reserves the right to award the annual contract only for Guest House/New Hostel/Old Hostel or all three depending upon the need of the Institute.

42. Force Majeure

- (i) The Agency shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- (ii) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Agency’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- (iii) If a Force Majeure situation arises, the Agency shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the Institute in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

- (iv) **Resolution of Disputes:** All disagreements, disputes, difference that may arise between the Wildlife Institute of India and the agency which cannot be resolved through mutual negotiations shall be referred to an Arbitrator appointed in accordance with the provisions of relevant Indian Law. The venue of the proceedings and arbitration shall be Dehradun, Uttarakhand, India.
- (v) **Jurisdiction:** The obligations and liabilities arising out of this contract shall be construed in accordance with the laws of Union of India. The Court in Dehradun, Uttarakhand, India shall have the exclusive jurisdiction to try all or any of the dispute.
- (vi) Each tenderer should clearly specify that the tenderer agrees to abide by the conditions of this tender document on their printed letter head with telephone/fax numbers and e-mail, etc.

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Annexure - 1

FINANCIAL OFFER

Sl. NO.	Particulars	Amount (In Rs.)
(1)	House Keeping of Guest House for the services mentioned at Para 5 (A)	
(2)	House Keeping of New Hostel for the services mentioned at Para 5 (B)	
(3)	House Keeping of Old Hostel for the services mentioned at Para 5 (C)	
	Service Tax, if any	
	Total Amount	

Note: Please note that lowest bidder will be arrived on the basis of combining of rates for all the above three categories and taxes, if any. However, Institute reserve the right to award the annual contract only for Guest House/New Hostel/Old Hostel or all three depending upon the need of the Institute.

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